

Consumer Contacts

Presented by Company and Category

Consumer contacts to CAB customarily concern individual Utility Companies. The following tables report the contacts received by CAB regarding individual companies during the month of October 2019, broken down by category*.

Communications Industry October 2019

The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.**

Utility Name	Billing	LifeLine	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Unknown/Pending Assignment	Grand Total
AmeriMex Communications Corp.	-	3	-	-	-	-	-	-	3
Astound Broadband	-	-	3	-	-	-	-	-	3
AT&T California	52	31	56	17	-	-	52	3	211
AT&T Corp.	1	-	-	-	-	-	-	-	1
AT&T Mobility	29	-	12	5	-	-	13	1	60
Blue Casa Telephone, LLC; Telscape communications	2	-	1	-	-	-	-	-	3
Bright House Networks Information Services (California), LLC	2	-	1	-	-	-	-	-	3
Charter	10	-	22	-	-	-	3	-	35
Clear Rate Communications, Inc.	1	-	-	-	-	-	1	-	2
Comcast Digital Phone	3	-	19	3	-	-	1	-	26
Comcast OTR1, LLC	1	-	-	-	-	-	-	-	1
Consumer Cellular, Inc.	-	-	-	-	-	-	3	-	3
Cox; Cox Communications; Cox Business	-	-	3	-	-	-	1	-	4
CREDO; Working Assets Wireless	-	-	1	-	-	-	1	-	2
Cricket Wireless, LLC	1	-	1	-	-	-	1	-	3
First Communications, LLC	1	-	-	-	-	-	-	-	1
Foresthill Telephone Company, Inc.	-	-	-	-	-	-	1	-	1
Frontier California, Inc.	22	2	47	6	-	-	32	2	111
Global Connection Inc. of America	-	1	-	-	-	-	-	-	1
GoDaddy.com, LLC	-	-	-	-	-	-	1	-	1
Greatcall, Inc.	-	-	2	-	-	-	-	2	4
GTT Americas, LLC	-	-	-	-	-	-	-	1	1
Intouch America, Inc.	-	-	-	-	-	-	1	-	1
I-Wireless, LLC	-	2	-	-	-	-	-	-	2
Life Wireless	-	1	-	-	-	-	-	-	1
Lifeline Administrator	2	243	-	-	-	-	-	-	245
Locus Telecommunications, Inc.	-	-	-	-	-	-	1	-	1
MetroPCS	-	-	1	-	-	-	-	-	1
Nos Communications, Inc.	1	-	-	-	-	-	-	-	1
OneTouch Communications; Touch Base Communications	1	-	-	-	-	-	-	-	1
Peak Communications	-	-	1	-	-	-	1	-	2
Powernet Global Communications	1	-	-	-	-	-	-	-	1
Preferred Long Distance, Inc.	-	-	-	2	-	-	1	-	3
Race Telecommunications, Inc.	-	-	1	-	-	-	-	-	1
Sonic Telecom, LLC	-	-	1	-	-	-	1	-	2
Sprint; Sprint PCS	12	1	2	7	-	-	4	1	27
Star2Star Communications, LLC	1	-	1	-	-	-	-	-	2
Suddenlink Communications	1	-	3	-	-	-	2	-	6
Surelink Mobile; TruConnect	-	4	-	-	-	-	-	-	4
Tag Mobile, LLC	-	2	-	-	-	-	-	-	2
TC Telephone, LLC; Horizon Cellular	-	1	-	-	-	-	1	-	2
Teledias Communications, Inc.	-	-	2	-	-	-	-	-	2
Telepacific Communications	1	-	-	-	-	-	1	-	2
Time Warner Cable	5	-	26	2	-	-	4	4	41
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	10	-	4	1	-	-	2	1	18
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	3	10	5	-	-	-	-	-	18
United States Cellular Corporation	1	-	-	-	-	-	-	-	1
Verizon Access Transmission Services	1	1	-	-	-	-	-	-	2
Verizon Business Services	-	-	-	-	-	-	1	-	1
Verizon Wireless	16	-	7	3	-	-	7	2	35
Virgin Mobile; Assurance Wireless	-	8	-	-	-	-	-	-	8
Wave.Band, LLC	1	-	-	-	-	-	-	-	1
Total Contacts	194	748	151	35	-	-	115	8	914

Consumer Contacts
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Energy Industry October 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Unknown/ Pending Assignment	Total
Clean Power Alliance	6	-	1	-	-	1	-	8
Just Energy Solutions Inc.	-	-	2	-	-	-	-	2
Liberty Utilities (CalPeco Electric) LLC	1	-	-	-	-	-	-	1
Marin Clean Energy	1	-	-	-	-	-	-	1
Monterey Bay Community Energy	-	-	-	2	-	-	-	2
Pacific Gas & Electric Company	142	35	462	16	5	136	3	799
Pacificorp	-	1	1	-	-	-	-	2
San Diego Gas & Electric Company	17	6	8	3	1	16	3	54
San Jose Clean Energy	1	-	-	-	-	-	-	1
Sierra Pacific Power Company	-	-	-	-	-	1	-	1
Southern California Edison Company	180	22	113	61	4	81	8	469
Southern California Gas Company	32	8	-	1	-	23	2	66
Southwest Gas Corporation	1	-	-	-	-	1	-	2
Total Contacts	381	72	587	83	10	259	16	1,408

Water Industry October 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Unknown/ Pending Assignment	Total
Borrego Springs Water Company	0	-	-	-	-	1	-	1
California American Water Company	8	2	-	1	-	2	-	13
California Water Service Company	13	1	-	-	-	2	4	20
Del Oro Water Co., Inc.	0	1	-	-	-	-	-	1
East Pasadena Water Company	0	1	-	-	-	-	-	1
Fruitridge Vista Water Company	0	-	1	-	-	-	-	1
Golden State Water Company	8	1	-	-	-	2	3	14
Great Oaks Water Company	1	-	-	-	-	-	-	1
Kenwood Village Water Company	1	-	-	-	-	-	-	1
Liberty Utilities (Park Water) Corp.	3	-	-	-	-	-	-	3
Meadow Valley Water Works	0	1	1	-	-	-	1	3
Mountain Mesa Water Company	2	-	-	-	-	-	-	2
Penngrove Water Company	1	-	-	-	-	-	-	1
San Gabriel Valley Water Company	1	-	-	-	-	-	1	2
San Jose Water Company	6	-	1	-	-	-	1	8
Searles Domestic Water Company	3	-	-	-	-	1	-	4
Suburban Water Systems	4	1	-	-	-	-	-	5
Total Contacts	51	8	3	1	-	8	10	81

[*Category Definitions](#)

[**Companies Sorted by Code](#)

[**Companies Sorted by Utility Name](#)